

DFAS Strives to be a Recognized Leader in DoD's Financial Management

By Teresa McKay, Director, DFAS

You might know us at Defense Finance and Accounting Service (DFAS) as the people who pay your salary. We're proud to pay our 6.4 million customers efficiently and effectively, and we look forward to continuing to do that well. But we also have our eyes on our future vision - to be a recognized leader in DoD's financial management by consistently delivering first-class service and products by 2016! To get there though requires strategy. The development of our strategy was based on input solicited from customers, current mandates from the President, the Secretary of Defense and Comptroller priorities. DFAS Client Executives have socialized our Strategy with our customers who confirm that emphasis on **Customer Collaboration**, **Continuous Improvement** and **Operational Excellence** will move us closer to our vision.

Customer Collaboration ensures that we keep our focus on our customer so that we're engaging in collaborative problem solving and targeting critical areas for improvement. **Continuous Improvement** means we never settle for the status quo – and neither do our customers. We are committed to partnering with our customers to constantly innovate and strive for greater efficiencies and effectiveness. **Operational Excellence** is when we perfect and stabilize core processes to deliver our services and products efficiently.

As DoD financial managers, we know that for DFAS to become a recognized leader in DoD financial management, our efforts must ensure YOU are a recognized leader in your Service or Agency's financial management community. You are not only our customers...but our partners in this journey!

To achieve success we have developed nine objectives, each led by a Senior Executive of DFAS, to ensure attention and focus at all levels of the Agency. Over the next several months, we'll feature one of the nine objectives and showcase the actions being taken to close our performance gaps. I look forward to hearing from you on these articles as well as any comments or recommendations we should consider in as part of our continuing collaboration.

I am confident that together we will move the Department's financial management community forward and provide even greater support to our men and women in uniform!

